

Erica Krauss

From: hpatzer@ups.com
Sent: Thursday, April 16, 2020 7:49 AM
Subject: UPS update Covid-19 April 16 2020

Good morning. I hope you are healthy and safe. My phone says it is going to be 10 degrees warmer today. I hope that is a true story! Have a nice day.

Canada

- Quebec is one of the provinces that has been hit hard with closures.
- If you are shipping DDU and the shipment does not have an account, the shipment will be held for payment. Payment must be made online at ups.com.
- We are not sending out any shipments with COD's owing in an effort to reduce the amount of interaction between both our driver's and the receiver's.

Country: **INDIA - IN**

Impacted Service: **All UPS services**

Disruption Type: **Novel Coronavirus**

Disruption Cause: **Disruptions caused by national or local events**

Service Disruption Details: **As a consequence of COVID-19 crisis, the national lockdown imposed by government authorities in India has now been extended to 3-May 2020. Pick up and Deliveries are delayed/impacted due to the Government restrictions.**

Customers can self-drop & self-collect essential shipments at Mumbai, Delhi, Bangalore, Gurgaon, Chennai & Kolkata with appropriate local permissions.

Non essentials will be held for clearance & delivery until the lock down restrictions are lifted.

Namibia :

Issued: 04/16/2020

Last Updated: 04/16/2020 4:51 AM GMT

Msg. No.: 11343 Type: Service Interruption

Namibia-Coronavirus

Due to the ongoing Covid-19 pandemic, Namibia has suspended all passenger flights until further notice, resulting in export/import delays. Cargo flights are still operational from Johannesburg with reduced frequency.

In addition, due to the Covid-19 pandemic, the Namibian Government has extended the partial lockdown until 4 May 2020. During the lockdown period, pickups and deliveries are impacted.

Kazakhstan :

Issued: 04/16/2020

Last Updated: 04/16/2020 4:44 AM GMT

Msg. No.: 11342 Type: Service Interruption

Kazakhstan-Coronavirus

In an effort to prevent coronavirus from spreading, the Kazakhstan Government declared a state of emergency until May 1, 2020. Cargo flights are still operational but less frequent.

Due to limited flight operations, pickup and deliveries are impacted/delayed.

Belgium :

Issued: 04/16/2020

Last Updated: 04/16/2020 3:07 AM GMT

Msg. No.: 11341 Type: Service Interruption

Belgium-Coronavirus

All restaurants, bars and pubs are closed in Belgium. Other non essential retail and shops are closed, newspaper stores can remain open-from April 15 2020 garden and do-it-yourself construction stores are allowed to open again under specific conditions.

COD: upon arrival of packages in the centre/when receiving a COP order, contact will be made with receiver/requestor of PU to organize bank transfer or online payment. At the customer counter, payment can be done via card. Packages will be scanned with Future exception while waiting in this process.

If delivery of packages are not possible because the address is closed, packages will be returned to the shipper, without holding it in Hold Cage.

Packages that cannot be returned to the original shipper due to business closure related to COVID-19 will be kept in the center until reopening of the shipper

Heather Patzer

International Account Manager

UPS

405.464.3626

hpatzer@ups.com

Customer Service 800.377.4877